

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1939
ANSWERED ON:28.07.2016
Quality of Food Served in Air India Flights
Tanwar Shri Kanwar Singh

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the number of complaints regarding the quality of food served in domestic flights of Air India is on the rise;
- (b) if so, the number and details of complaints received during the last three years as well as the current year, year-wise;
- (c) whether Air India has received 292 complaints from passengers in the month of June 2016 out of which most of the complaints were related to food served to them; and
- (d) if so, the action taken on these complaints along with the corrective measures taken in view of these complaints?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): No, Madam.

(b): Number of Complaints pertaining to quality of meals provided on domestic flights of Air India are as under:-

Period Number of Complaints

2013 42

2014 44

2015 28

2016 (upto June) 28

(c): As per records, total number of 273 complaints were received in the month of June, 2016. Out of these, only 06 pertained to quality of meals.

(d): Whenever complaints pertaining to meal quality are received, based on the gravity of the complaint, punitive action is taken against the caterer as per the contractual terms. Surprise meal checks are carried out at caterer's premises with regard to quality, quantity, taste, presentation and eye appeal. Periodic Hygiene Audits are also being carried out at caterer's premises to ensure the quality of meals.